

Loaner Program

Loaner Program offers an effective way to minimize disruptions to your training and simulation schedule. If your manikin requires immediate service, we can provide a Loaner unit for your use while your equipment is at Laerdal for evaluation and/or repair.

We also have a limited quantity of Loaner components (compressors, linkboxes and simulation laptops) available. Individual manikin parts (i.e., arm, leg, head, etc.) are not available.

Loaner Program includes:

- Shipment of Loaner manikin to your facility (*for your staff's temporary use only, not for loan to other staff, facilities or locations*)
- Prepaid ground shipping covering return of your manikin to Laerdal, return of your manikin back to your facility, as well as return of the Loaner unit back to Laerdal
- All expenses incurred to prepare Loaner for you
- All expenses to inspect, clean and re-stock our Loaner unit when returned

Services not covered by this agreement:

- Repairs to your manikin and/or other Customer-owned property
- Damage to Loaner while in your care resulting from accident, abuse, misuse, introduction of foreign objects and/or failure to follow manufacturer's Directions for Use
- Manikin accessories, 3rd party items/products, computer, non-Laerdal operating software
- Fees resulting from failure to return Loaner within expected timeframe*
- Additional shipments of your property
- Products located outside the United States or Canada

* *Ship back to Laerdal within 5 business days from receipt of your returned property to avoid potential assessment of late Loaner fees of \$175 for each day Loaner remains at your site past 5 business days.*

Loaner Program is included in ValuePlus™ 2, 3 and 5 year packages and is also available as individual coverage in single and multiple year options.

For additional information on Laerdal's Loaner Program, please contact your Laerdal Representative



Laerdal[®]
helping save lives

customerservice@laerdal.com

Monday – Friday 8:00 a.m. – 6:00 p.m. EST

Phone: 1-877-LAERDAL (523-7325)

Technical Support Help Desk: 1-877-523-7325, ext. 5596

Fax: 1-800-227-1143

In Canada:

Monday – Friday 8:30 a.m. – 4:30 p.m. EST

Phone: 1-888-LAERDAL (523-7325)

laerdal.com

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